MCLEAPS Fall 2018 Internship Proposals

OFFICE/DEPARTMENT NAME: Human Services/ Workforce Development

PROJECT SCOPE & INTENDED OUTCOMES:
Interns would be assigned to Maricopa County Human Services Workforce Development’s Smart Justice Employment Team. The Smart Justice (SJ) Employment Team was created in support of Maricopa County’s Smart Justice Committee’s initiative to reduce recidivism. The SJ Employment Team works in various community sites including MCSO Jails, MC Adult Probation sites and ADOC Prisons delivering a variety of employment related interventions that specifically target individuals that are at a higher risk of recidivating and with higher barriers to employment.

Interns would assist and support various functions of the SJ Employment Team to include:
- Utilizing databases to collect, enter, analyze, organize and present data and information
- Preparing reports, interpreting rules, regulations and policies
- Using technical writing skills to design and build effective technical materials such as service manuals, quick start guides, process flows/instructions, operation guides
- Translating technical documentation to consumer-friendly verbiage with the use of diagrams, images, text and best-practices using a creative approach to manuals and guides
- Working directly with in-custody inmates, probationers and other ex-offenders, individually and in a group setting
- Assisting SJ Employment Team staff in addressing client related needs, such as delivering basic career services directly to clients, attempting contact with clients that are out of contact, providing support during workshops, connecting with community resources
- Participating in meetings, training and day-to-day activities
- Special projects based on intern’s specialized skill set

Through these experiences, the intern will receive insight into Maricopa County’s recidivism reduction efforts through a human services lens. The intern would be exposed to citizens that are considered high needs, learn about and help improve the efforts in place to meet those needs using evidence based practices.

RECRUITMENT PREFERENCES:
- Have the ability to complete a background investigation to secure an Arizona Department of Public Safety (DPS) Fingerprint Clearance Card upon commencement of internship; must have the ability to obtain jail security clearance with the Maricopa County Sheriff’s Department; other justice related clearances may be required.
- Skilled in Microsoft Office programs (PowerPoint, Word, Excel) and data entry
- Open to learning, able to work independently when given direction and also as part of a team
- Prefer major area of study of Behavioral Science, Social Work, Justice Studies, Research/Analytics or a related field
OFFICE/DEPARTMENT NAME:
Office of Enterprise Technology / Enterprise Data Center Services
OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/1500/Technology

PROJECT SCOPE & INTENDED OUTCOMES:
The Office of Enterprise Technology is leading a County project to migrate its employees to Microsoft Office 365, called MC365. The MC365 project will provide employees with a new workstation login, a new email address and larger mailbox, and access to the newest Office products. We would like to invite a MCLEAPS Intern to provide hands-on assistance with the project, by cataloging and tracking application dependencies, assessing business process impacts, and assisting with desktop support. Our expectation is that, with the support of the MCLEAPS Intern, we can achieve a greater user experience for County employees, and ensure a successful and thorough migration process. This would be a great learning opportunity for an ASU candidate for an Information Technology (IT) degree to experience a large IT project implementation, and the challenges.

RECRUITMENT PREFERENCES:
We prefer an intern whose field of study is computer science, computer information systems, or a related field. The candidate should have excellent interpersonal skills and experience or interest in desktop support, Active Directory, software development, or general Microsoft technologies.

OFFICE/DEPARTMENT NAME: MCDOT Infrastructure Technology Center (ITC)
OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/3904/MCDOT

PROJECT SCOPE & INTENDED OUTCOMES:
Provide process analysis and process improvement/development. MCDOT ITC (Infrastructure Technology Center) is in need of outlining several processes, for example, how information technology records (databases, applications, manuals, etc.) are archived when they are no longer needed, taking records retention laws and legal holds into consideration. This position will interview staff, document existing processes, gather requirements, develop and document new processes that can be duplicated. Other sample processes include; Project Management Framework, Disaster Recovery Plan Update, Office Move/Reconfiguration Process, etc.

This position will:
• Meet with ITC Leadership and others to understand the processes that need to be developed
• Document existing processes
• Create workflows (Visio)
• Gather business requirements for improved processes
• Develop and document new and improved processes
• Help implement new and improved processes
• Develop process manuals
• Learn how SharePoint can help meet some of the goals
• Save the documented processes in SharePoint
• Track hours worked
• Packing paper records in boxes

RECRUITMENT PREFERENCES:
Two years post-secondary education in Management Information Systems, Business or related field of study or 2 years related work experience. Must have strong analytical skills, and able to provide solutions/recommendations. Possess excellent verbal and written communication skills. Ability to be self-directed, yet work in a team-environment. Project Management or related coursework and experience with business or process analysis and knowledge of records retention laws is a plus. Experience with Microsoft Office (Word, Excel, Outlook, Visio, etc.), MS Project and SharePoint.
OFFICE/DEPARTMENT NAME: Maricopa County Office of the Public Defender
OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/558/Public-Defender

PROJECT SCOPE & INTENDED OUTCOMES:
The Maricopa County Office of the Public Defender protects the fundamental rights of all individuals by providing effective legal representation for indigent people facing criminal charges. The Office annually provides legal representation in over 35,000 cases for individuals who are not able to afford the services of private lawyers. Utilizing a team approach, clients are assisted by investigators, mitigation specialists, paralegals and other support staff, including students. The Office of the Public Defender would like to invite a MCLEAPS intern to assist with developing a social work/reentry program. Our goal is to provide holistic representation to those in Maricopa County that desperately need it.

1. Recidivism and Reentry
The student will assist in designing a social work/reentry program for the Office of the Public Defender. This will entail reviewing active reentry programs throughout the country, identifying specific needs in our County, locating gaps and barriers to services, creating relationships with local providers and understanding the criminal justice process. The student will assist in examining the role that appointed counsel can play in system mapping of County services related to reentry and recidivism. The student will be required to submit a proposal for a lasting and effective reentry program. The student will do this while assisting mitigation specialists with reentry planning. This includes finding housing, mental health treatment, drug and abuse counseling services and educational opportunities for current clients. The student may be required to advocate on client’s behalf, arrange services, complete applications and act as a liaison between different agencies and services.

2. Assisting with Restoration of Rights Events
The student will assist with restoration of rights events. The events offer free one on one help for adult and juvenile ex-offenders who wish to restore their civil rights and have their cases set aside. The student will assist with finding and training volunteers, publicizing events and organizing required materials. Events are currently held quarterly at Dress for Success, 1024 E Buckeye Road, Phoenix.

3. Contribute to Mitigation and Research on Juvenile Life Cases
Thousands of individuals sentenced as juveniles, to life without the possibility of parole, now have a chance for release in the wake of recent Supreme Court decisions. The student will assist mitigation specialists and appellate attorneys with research on brain development, the idea of “irreparable corruption” and heightened capacity for reform in juveniles. The student will review case files and discovery to find mitigation that will assist in release and will help with reentry planning.

4. Develop an Undergraduate Program to Assist the Office of the Public Defender with Reentry
The student will assist with designing an undergraduate program for students that are interested in reentry services for the indigent population. This will involve the student shadowing different support positions in the office to determine how undergraduate students can assist with reentry. The student will develop key expectations for each student eligible position and will determine metrics for student qualifications.

RECRUITMENT PREFERENCES:
The Office would prefer an applicant in the field of social work, criminal justice, criminology or public service. The candidate should have excellent interpersonal, written and verbal communication skills. Candidates need to understand the sensitive nature of the work performed by the Office and have the ability to handle the information they are exposed to with discretion and professionalism.
OFFICE/DEPARTMENT NAME: Maricopa Office Procurement Services
OFFICE/DEPARTMENT WEBSITE (if applicable): www.maricopa.gov/procurement

PROJECT SCOPE & INTENDED OUTCOMES:
The Intern will work alongside procurement professionals and learn the dynamics of government contracting from cradle to grave. This position requires a great degree of critical thinking and attention to details. The candidate maybe expected to interact (under the supervision and mentorship of procurement professionals) with the County vendor community, department contacts, appointed and elected officials. They will be introduced to nuances of creating and developing complex solicitations as well as contract negotiations and management. Including but not limited to day to day procurement activities. This position offers real time experiences in Government and different real time challenges on a day to day basis.

RECRUITMENT PREFERENCES:
The Office of Procurement Services would prefer candidates who have completed coursework in the ASU supply chain management program, or other public procurement or public service budget, finance, operations or logistics courses. All interested candidates are encouraged to apply.

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OFFICE/DEPARTMENT NAME:
Maricopa County Assessor/ Property Ownership & GIS Mapping Division
OFFICE/DEPARTMENT WEBSITE: https://mcassessor.maricopa.gov/

PROJECT SCOPE & INTENDED OUTCOMES:
To help develop time-critical efforts to create an improved reporting infrastructure, this will help us to resolve critical control and operational weaknesses, by identifying problems, and recommending improvements. To help identify and eliminate time – consuming antiquated processes and ultimately implement large-scale time tracking solutions to create efficiencies within the work units. The intern will also help to lead a cross-functional team in the development, documentation and delivery of process innovations driving the attainment of our business goals. The intern will also have the opportunity to drive and transform organizational practices into fresh, cost-effective solutions that will help us to become a more efficient operation.

RECRUITMENT PREFERENCES:

Required Skillsets include:
- Analytical Thinking & Problem Solving Skills
- Teamwork and large scale project management
- Strategic planning
- Effective Communication & Public Speaking Skills
- Process Reengineering
- Accurate, detailed oriented
- Process improvement
- Data Management
- Performance metrics
- Change management
- Project Lifecycle

Knowledge of office automation, data processing, spreadsheet, database, and presentation software, and process improvement techniques and practices; ability to translate operational processes into business requirements and other process documentation used to develop solutions; ability to establish and maintain effective working relationships with others and to work well with people from different disciplines with varying degrees of technical experience; ability to understand and follow oral and written instruction and to communicate complex technical concepts clearly and concisely, both orally and in writing; ability to manage and prioritize multiple responsibilities.
OFFICE/DEPARTMENT NAME: Office of the Medical Examiner
OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/468/Medical-Examiner

RECRUITMENT PREFERENCES:
We prefer an intern whose field of study is social work, counseling, or a related field. The candidate should have excellent interpersonal skills, including empathetic listening skills. Applicants need to understand the sensitive nature of the work performed by the Office, and have the ability to handle the information they are exposed to with professionalism and discretion.

PROJECT SCOPE & INTENDED OUTCOMES:
The Office of the Medical Examiner is enhancing outreach efforts to families of decedents. These outreach efforts will include proactive contact with families, referral services for a variety of needs (financial assistance, grief counseling, victim services, etc.), and case management services while the case is open with the Office. Services provided by the Outreach Team may expand to include support services for staff who routinely visit death scenes. We would like to invite a MCLEAPS intern to assist in the development of this program expansion and measuring the success of the enhanced services. The intern would carry a caseload, as well. Our expectation is that, through these enhanced services, the families of decedents will have more satisfying experiences with the Office of the Medical Examiner and receive the support they need following the loss of a loved one.

OFFICE/DEPARTMENT NAME: Juvenile Probation Department

PROJECT SCOPE & INTENDED OUTCOMES:
The MCLEAPS Intern will receive a generalized orientation to the Juvenile Probation Department, which includes two Youth Detention Centers; Community Supervision (Probation); Early Intervention (Diversion Programs); and administrative functions. The MCLEAPS Intern will attend and complete the 3+ week officer training Detention Academy while serving with MCJPD and if successful, can apply directly for consideration as a badged/full or part time Detention Officer at the conclusion of the semester. MCLEAPS Interns are encouraged to participate in ride-along and shadowing experiences during their placement with MCJPD, crafting the experiences to meet their individual areas of interest.

RECRUITMENT PREFERENCES:
We are seeking ASU students who have a passion for working with youth. The successful candidate will be required to pass a basic criminal background check prior to official acceptance to serve as a MCLEAPS Intern for this department. We have opportunities for those interested in our Officer roles, but also the non-badged/civilian roles within this department such as: Research and Planning; Staff Recruitment; and Government Administration; as well as a variety of programs that focus on Positive Youth Development.
Maricopa County Adult Probation Department

OFFICE/DEPARTMENT NAME: Maricopa County Adult Probation Department
OFFICE/DEPARTMENT WEBSITE: https://www.superiorcourt.maricopa.gov/AdultProbation/index.asp

PROJECT SCOPE & INTENDED OUTCOMES:
The Maricopa County Adult Probation Department (MCAPD) provides a unique learning environment for individuals interested in the criminal justice system. The MCAPD is engaged in multiple decision-making points throughout the criminal justice process and provides a variety of services that contribute to the Department’s mission to keep communities safe. There is a significant amount of collaboration that occurs between the MCAPD and other criminal justice agencies, as well as community partners. The MCAPD intern will have the opportunity to be involved in multiple projects. Potential projects include:

1. Help develop and implement evaluation, data collection and quality assurance plans to allow for ongoing monitoring of MCAPD programs. Potential programs include the implementation of the Department’s “Risk Reduction Training” which represents the next stage of evidence-based practices used by the Department in supervision strategies with probationers; specialty courts such as domestic violence court, mental health court, or Veterans court; or specialized populations such as SMI or sex offender.

   Educational Outcomes: This project will expose the intern to the research that contributes to the body of evidence-based practices and the strategies used by probation officers to interact with and supervise individuals on their caseloads, as well as the types of programs available through the MCAPD. The intern will also have an opportunity to develop research and evaluation skills such as how to develop a logic model, how to develop an evaluation plan, what questions to ask and how to implement data collection protocols for ongoing monitoring of program performance. The intern will also assist in quality assurance activities.

   Project Outcomes: The intern will help the Department ensure that plans are in place for ongoing review of the performance of key programs and supervision strategies.

2. The intern will assist in compiling information to report on performance measures for Managing for Results (MfR), the Department’s strategic plan that includes key results.

   Educational Outcomes: This project will expose the intern to the elements of a strategic plan and the strategies involved with collecting and reporting data on key performance measures. The intern will develop an understanding of the importance of being strategic and in using information to make data driven decisions that inform department policies and operations. The intern will also participate in presenting the results to key members of the management team, learning how to communicate critical information to leadership.

   Project Outcomes: Maintain ongoing data collection and reporting on key performance measures for MfR.

3. Assist with the routine activities of the Organizational Development and Support Division.

   Educational Outcomes: The Organizational Development and Support Division of the MCAPD provides significant support to the Executive Management team. Routine responsibilities of the Division include compiling and reporting on monthly statistics to funding sources, conducting stakeholder satisfaction surveys, and preparing publications such as the department newsletter and annual report. At any given time, the department is also involved in a number of grants or internal research projects on topics of interest and value to the department. The intern will be exposed to aspects of project management associated with all Division projects including participation in meetings, problem solving, data collection and reporting. The intern will also learn about the importance of meeting critical deadlines.

   Project Outcomes: The intern will provide support to staff in the Organizational Development and Support Division throughout the projects.

4. Assist in ongoing data quality projects

   Educational Outcomes: The MCAPD is a data-driven organization that relies heavily on data to make informed decisions to guide supervision practices. It is critical to the department that the data maintained in department databases is accurate and of high quality. The intern will assist in projects designed to ensure the ongoing quality of the data used in department reports that go to both internal and external stakeholders. The intern will learn quality assurance processes. The intern will also learn valuable communication skills as necessary changes are communicated to staff.

   Project Outcomes: The intern will provide support to the ODS Division staff to ensure high levels of data quality are maintained.

The position of the internship is within the Adult Probation Department. This will provide the intern a unique opportunity to be exposed to all of the different roles and responsibilities within the MCAPD and learn more about the support that is needed for those engaged in direct service delivery. In addition to the projects described above, the intern will also have the opportunity to observe the variety of job functions within the MCAPD. This may include initial appearance court, pretrial supervision, presentence, specialty courts (e.g. Drug Court), field supervision and probation violation court. There will also be opportunities to contribute to Department publications, such as the MCAPD quarterly newsletter, the Chronicle.
Office/Department: Air Quality  
Office/Department Website: http://www.maricopa.gov/1244/Air-Quality

Project Scope & Intended Outcomes:
The Air Quality Department MCLEAPS Interns (2) will work in the Office of the Director and be exposed to programs and management throughout the department. Some specific projects the intern would be involved with include:
- Assist Government Liaison to develop positive relationships with other government agencies.
- Assist in designing and developing outreach plans to enhance department outreach goals.
- Advance educational outreach projects focused on schools in Maricopa County.
- Attend stakeholder meetings on variety of issues pertaining to air quality and compliance.
- Review policies to evaluate understandability and applicability.
- Perform comprehensive research and analysis on government-related air quality issues
- Identify program elements that may benefit from the application of sustainability concepts.
- Assist in the evaluation of internal department performance measures, benchmark current measures against best practices, and recommend modifications and/or changes.
- Provide input on possible improvements to the department
- Develop and/or update databases
- Students will learn about how government works by seeing how policies, regulations and outreach efforts are developed and implemented
Overall, the student will develop a better understanding about government processes and how government works

Recruitment Preferences: desire to learn, interest in public service, regulatory services and how government works.

OFFICE/DEPARTMENT NAME: Environmental Services Department  
OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/631/Environmental-Services

PROJECT SCOPE & INTENDED OUTCOMES:
This is an opportunity for an intern to learn about the different services our department provides to the community (e.g. Food-related business plan approval and inspection, Aquatic Health & Safety programs, Vector Control’s mosquito abatement program, and others) and the internal organizational structure that allows us to deliver these services with the highest level of quality customer service. Intern would spend several work days with staff from each program and when possible, conduct ride-a-longs to learn about their different work/duties. Through this experience, the intern should expand their personal knowledge of our department-related jobs and opportunities. The Intern should get a better understanding of public service in general and of county government tasks, functions, and opportunities. In summary, the intern will gain professional development, build their resume, obtain real world experience, make contacts within Maricopa County, as well as interact with other public and private agencies.

RECRUITMENT PREFERENCES:
The intern should be creative, self-motivated and display some interest in any of the different services and programs that our department provides. The intern's goals should be aligned with the vision and mission of the department (i.e. develop and foster innovative environmental health protection programs in order to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County, so that they may enjoy living in a healthy and safe community).
PROJECT SCOPE & INTENDED OUTCOMES:
Interns in the MCAO Investigations Division would be assisting and supporting various law enforcement functions in all Bureaus. Examples could include assisting in developing various internal programs, utilizing various databases for research and data collection, activities involving background and subpoena processes, assisting detectives with active and cold cases, or assisting various staff on daily task functions of operations. Tasks may also entail special projects such as developing/implementing surveys, conducting surveys, and/or making revisions or recommendations for program improvement. In addition, interns will be expected to participate in meetings and training activities, including attending the one-day Citizen’s Academy to receive an overview of the prosecution process and criminal justice system.

Through these experiences, the interns will receive a broad overview and insight in the prosecution and law enforcement functions, become familiar with County government, and are provided the opportunity to interact with a diverse group of professionals involved in the Criminal Justice field.

RECRUITMENT PREFERENCES:
Prefer applicants who are studying curriculum of criminal justice and interested in law enforcement. Applicants should be well spoken, skilled on using the computer for data searches and research, open to performing a variety of operational tasks, and prepared to work in a professional environment.